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|  | **SHABEER.208985@2freemail.com** |
| **SHABEER .****IT SUPPORT PROFESSIONAL**Versatile, high-energy professional with the distinction of presenting IT support, targeting assignments in **IT Administrator/** **System Administration****Location Preference: Gulf** Skill Set Collaborator Planner Change Agent Motivator  | Career Summary* **Microsoft Certified System Administrator (MCSA)** with 10 years of experience in **IT Support**
* Expertise in providing IT Support to across UAE, Qatar and Saudi Arabia Branches
* Supported and monitored the existing infrastructure, supervised preventative maintenance and backup as well as performed other regular support activities to ensure effectiveness
* Developed cost estimates and recommended systems development as well as upgradations to existing systems; evaluated infrastructure services equipment and software for purchase
* Led the management of hardware and software throughout the organization including servers, employee desktops/laptops, network / voice infrastructure, internal networks, peripherals, and wiring
* Good analytical and troubleshooting skills in Windows platform Analytical and quality-oriented professional with an eye for detail
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| Critical Strengths & Competencies

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| **IT Support**  | **IT Infrastructure Management** | **IT Administration**  |
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| **IT Maintenance**  | **Microsoft Certified**  | **System Administration** |
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| **Updates**  | **Back Up**  | **Team Building & Leadership** |
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| Career Timeline |
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| Professional Experience**Jul’16 – Sep’17 Hitachi Ltd., Dubai as IT Assistant** **Key Result Areas:*** Monitoring all activities and supporting three divisions of Hitachi groups Hitachi Infrastructure Systems, Basra-Iraq

Project Office and HISTAR* Led the design and documentation of infrastructure processes, procedures and standards along with the maintenance and preparation of system and software documentation
* Ensuring maintenance of 90 Laptops, 10 Desktops, 10 all in one Printers
* Developing LAN and WAN network for offices in Middle East
* Scheduling and Managing backup jobs
* Creating and Maintaining human database for Hitachi
* Providing Cisco VPN Support to connect intranet network
* Formulating all IT documentation for auditing purpose
* Sending procurement request to the concerned department
* Maintaining IT stock reports, spare and scrap details , Windows Update for all PC’s in Middle East and Symantec Antivirus update for all PC’s in Middle East

**Highlights:*** Liaised with Singapore office to implement the policies for Middle East Office’s and HQ-IT from Japan to escalate various issues for Middle East Office’s and Maintaining Office 365 accounts

**Feb’10-Jun’16 Star Elevator Systems & Metal Technology (ETA-Group) , Dubai as I.T. Support,** **Key Result Areas:*** Provided IT support given to three divisions ETA Star Elevators, Central Procurement Department and Central Fleet Management Divisions
* Supervised all 20 Laptops, 60 Desktops, 5 all in one Printers and 2 Plotters
* Managed programming machines like Trump TruTops, Punching and Laser Machines
* Liaised with More than 180 users in SAP, ORBIT & Exchange E Mails
* Maintained 8 No of Windows Server, installing & maintaining Cisco IP Phones and Panasonic IP Phone
* Presented remote system support for systems from Abu Dhabi, Chennai and Qatar
* Developed users in AD & giving them appropriate rights
* Executed installation & monitoring trend micro & windows update server
* Created backup and restore data using NT Backup
* Supervised IT stock reports, spare and scrap details

**Commenced career with Repute Info Tech & Enterprises Limited, Chennai as Systems Administrator from May’07-Nov’09****Key Result Areas*** Maintaining 10 Laptops, 30 Desktops, 7 all in one Printers, 1 Labelling Machine and 1 Plotter
* Troubleshooting of Desktop PC's and different Software Applications and Operating System
* Installation & Monitoring Symantec Endpoint & Windows update servers
* Creation of users in Active Directory & giving them appropriate rights
* Maintaining Inventory record of computer hardware & software
* Hardware assembly, troubleshooting & testing of PC’s
* Managing peripherals like disk drives, backup devices, Printers, Scanners
* Responsible for Installation, Configuration, Monitoring and Supporting Windows 2000 /2003 Domain Controllers, File Servers and Print Servers
* Configuring Wins, DNS, DHCP, IIS, ISA, RIS, RAS, VPN, FTP Servers and FSMO Roles in AD
* Files uploading and downloading by using File Transfer Protocol (FTP)
* Maintained Network Security Levels, Addressed Server Security issues and applied Security Patches and upgrades, regular maintenance of Servers, software and driver updates
* Installing and Configuration of desktop client with OS like Win XP, Windows 2000, and Windows 2003
* Configuring Microsoft Outlook for email users
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| Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\workexperience24x24icons.png Technical Skills **Server OS** : Windows 2012, Windows 2010, Windows 2008, Windows 2003 **Client OS** : Windows 10, Windows 8.1, Windows 8, Windows 7, Vista and XP **Hardware’s:** HP ProLiant, HP DX Series, IBM X Series, Dell Power Edge **Backup Tool** : NT Backup, Symantec Archive and Symantec Backup Exec 2012 **Package’s:** Office 365, MS-Exchange 2007 / 2003, MS-Office Suite **Antivirus Tools** : Trend Micro, Security Essentials and Symantec Endpoint Protection **PBX System** : Cisco IP Phone, Panasonic IP Phone, Avaya and NIC **Firewall System** : Microsoft ISA Server and Fort iGATE 80C **Networking Tools** : Cisco Switches 2950 and Routers 2811, 2900 **VPN:** Cisco AnyConnect Secure Mobility Client and Symantec VIP AccessZ:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Professional-Affiliation24x24icons.png**Certifications*** **Microsoft Certified System Administrator (MCSA)**
* **Certified in Computer Hardware & Networking at Accel IT Academy**
* **Certified in CCNA at Rolla Institute, location**

**Education & Credentials** M.Sc. (Information Technology) from Annamalai University, Chidambaram B.Sc. (Electronics & Communication) from The New College, Madras University, Chennai |
| Personal Details**Date of Birth:** **30th June 1985****Languages Known: Tamil and English****Visa Status : Work Permit up to 30th September 2017**  |

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**Declaration**

I hereby declare that the above cited information is true to the best of my knowledge and belief, if given a chance, I can prove myself**.**